
Meridian Mail Trunk Access Restriction

The Meridian Mail Trunk Access Restriction (MTAR) feature prevents direct or indirect call transfer or conference of external calls to Meridian Mail. In this feature, external calls are defined as incoming/outgoing trunk calls that originate or terminate outside a private network.

This definition is applicable to all types of trunks, with the exception of TIE trunk calls. External calls are separated from a transferring/conferencing set on a network using TIE trunks. MTAR operation is dependant on the information sent to the remote node from the node that is attempting to transfer/conference. MTAR is triggered if the network information (such as Network Attendant Service or Calling Line Identification) indicates that an external call and a transfer/conference attempt to Meridian Mail is occurring. MTAR is also triggered if local information, such as Route Class, indicates an external call and a transfer/conference attempt to Meridian Mail is occurring.

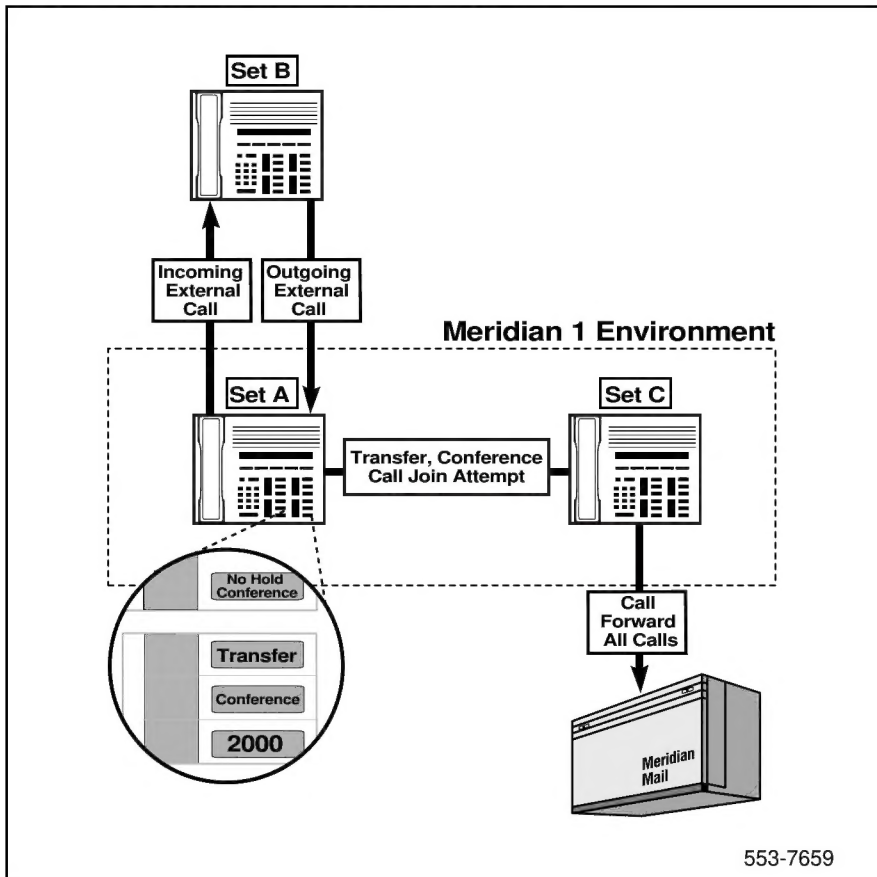
Meridian Mail Trunk Access Restriction averts potential Meridian Mail system abuse by distinguishing between internal and external calls that are directed to Meridian Mail. When activated, Meridian Mail Trunk Access Restriction impacts the operation of the following features:

- Call Transfer
- Conference,
- No Hold Conference, and
- Call Join capabilities of the Multi-Party Operation feature.

Meridian Mail Trunk Access Restriction prevents the completion of any Call Transfer, Conference, No Hold Conference or Call Join attempts on incoming/outgoing external calls to Meridian Mail.

As illustrated in Figure 42, Maters capabilities prevent an established call between Set A, an internal call, and Set B, an external call, from being forwarded to Meridian Mail. When Set A attempts to either Transfer, Conference, No Hold Conference or Call Join Set B to Set C, which is either a direct Meridian Mail DN or has activated Call Forward All Calls (CFAC) to Meridian Mail, the transfer and conference keys are ignored when pressed to complete operation.

Figure 42
Meridian Mail Trunk Access Restriction Call Transfer



Operating parameters

MTAR does not treat Centralized Attendant Position and Night Attendant sets as Attendant Consoles. These sets receive treatment based on their actual set type. For example, if the night attendant is a Meridian 1 proprietary set, then it is treated as Meridian 1 proprietary set.

The operation of an Attendant Console is not affected when this feature is enabled. An attendant can transfer or conference an external line to Meridian Mail directly or indirectly.

MTAR does not affect Automatic Attendant, Customer Controller Routing, Integrated Voice Response or Meridian Link features. However, if a user disallows any of these features from accessing Meridian Mail, the application must be written to take this into account.

Call transfer from ISDN Basic Rate Interface (BRI) set is not supported.

In a networking environment, Meridian Mail must reside on the same node as the transferring/conferencing set.

Feature interactions

Traffic Reporting

Traffic Reporting and Meridian Administration Tool's (MAT) traffic report, TFC005, are modified to report the number of times this feature is requested. A new line is added for the Meridian Mail Trunk Access Restriction which is identified by the feature number "27" and its peg count.

Network Call Transfer

Network Call Conference

Meridian Mail Trunk Access Restriction (MTAR) requires the transferring or conferencing set and Meridian Mail to be located on the same node. If the transferring or conferencing set are located not on the same node as Meridian Mail, the MTAR feature is not provoked because the call transfer/ conference attempt is terminated by a network on Meridian Mail.

However, an external call can be transferred or conferenced over the network, using TIE trunks. This operation is dependant on the type of network information the remote node forwards to the node where the transfer/conference attempt is made. Meridian Mail must be on the transferring/conferencing node. If network information is provided, indicating that an external call is attempting to transfer/ conference to Meridian Mail, the MTAR feature is invoked. When no network information is provided, MTAR is provoked if the local information (Route Class) indicates that an external call to Meridian Mail is being attempted.

Feature packaging

Meridian Mail Trunk Access Restriction requires Message Waiting Center (MWC) package 46.

Feature implementation

Meridian Mail Trunk Access Restriction feature requires prior installation of Meridian Mail. The implementation of this feature, therefore, assumes that Meridian Mail has been properly configured.

LD 15 – Enable Meridian Mail Trunk Access Restriction.

Prompt	Response	Description
REQ:	CHG	Change.
TYPE:	FTR	Customer Features and Options.
CUST	xx	Customer number.
- OPT	MCI	Message Centre Included.
...		
- MTAR	YES	Meridian Mail Trunk Access restricted. NO = Meridian Mail Trunk Access allowed.

Feature operation

Call Transfer/Conference

Meridian 1 Proprietary Set

Set A is a Meridian 1 proprietary set with Transfer Key and Conference Key.

- 1** An incoming/outgoing external call is established between Set A and Set B, an external party. The call between Set A and Set B is active on Key X.
- 2** Set A presses the Transfer/Conference Key that automatically puts Set B on Hold.
- 3** Set A dials Set C. Set C has either Call Forward All Calls to Meridian Mail or is a Meridian Mail DN.
- 4** When Set A attempts to transfer/conference Set B by pressing more than once the Transfer/Conference Key it is ignored.
- 5** Set A recovers Set B by pressing Key X.

No Hold Conference

Meridian 1 Proprietary Set/ISDN BRI Set

When Meridian Mail Trunk Access Restriction is enabled, direct or indirect no hold conference to an external call is permitted. During direct or indirect no hold conference, the calling party is never put on hold.

Set A is a Meridian 1 proprietary set or an ISDN BRI set with a No Hold Conference Key configured as either No Hold Conference, Conference Autodial, Conference Speed or Conference Hotline.

- 1** An incoming/outgoing external call is established between Set A and Set B, an external party. The call between Set A and Set B is active on Key X.
- 2** Set A presses the No Hold Conference Key.
- 3** Set A dials Set C. Set C is has either Call Forward All Calls to Meridian Mail enabled or is a Meridian Mail DN.
- 4** The conference is set up as normal. However a two party connection between Set B, an external party, and Meridian Mail is not allowed if the call controller releases. If this occurs, the connection between the trunk and Meridian Mail party is dropped.

Transfer

Analog (500/2500 type) Set

Set A is an Analog (500/2500 type) set with a XFA Class of Service (transfer and three/six party conference allowed).

- 1 An incoming or outgoing external call is established between Set A and Set B, an external party.
- 2 Set A performs a switchhook flash that puts Set B on hold.
- 3 Set A dials Set C. Set C has either Call Forward All Calls to Meridian Mail enabled or is a Meridian Mail DN.
- 4 Before or after the Meridian Mail has answered, Set A attempts to transfer Set B to Meridian Mail by going on-hook.
- 5 This attempt is treated as an illegal transfer. Set A is re-rung and reconnected with Set B when going off-hook.

Conference

Analog (500/2500 type) Set

Set A is an Analog (500/2500 type) set with a XFA Class of Service (transfer and three/six party conference allowed).

- 1 An incoming or outgoing external call is established between Set A and Set B, an external party.
- 2 Set A performs a switch hook flash that puts Set B on hold.
- 3 Set A dials Set C. Set C has either Call Forward All Calls to Meridian Mail enabled or is a Meridian Mail DN.
- 4 Before or after the Meridian Mail has answered, Set A attempts to conference Set B to Meridian Mail by performing another switchhook flash.
- 5 The conference is not permitted. Set A is reconnected to Set B. The call to Meridian Mail is disconnected.

Set A is an Analog (500/2500 type) set with a TSA Class of Service (three party service allowed).

- 1** An incoming or outgoing external call is established between Set A and Set B, an external party.
- 2** Set A perform a switch hook flash that puts Set B on hold.
- 3** Set A dials Set C. Set C has either Call Forward All Calls to Meridian Mail enabled or is a Meridian Mail DN.
- 4** Before or after Meridian Mail has answered, Set A attempts to conference Set B to Meridian Mail by dialing the conference control digits.
- 5** The conference is not permitted and Set A is reconnected to Set B. The call to Meridian Mail is disconnected.

Table 55 summarizes how different external calls are handled when Meridian Mail Trunk Access Restriction is enabled.

Table 55
Summary of Meridian Mail Trunk Access Restrictions

Telephone	External Call Type	Operation	Failure Treatment	Result
500/2500	Incoming	Transfer to Meridian Mail (MMail)	Re-ring to transferring set	Not allowed
500/2500	Incoming	Transfer to set with Call Forward All Calls (CFAC) to MMail	Re-ring to transferring set	Not allowed
500/2500	Outgoing	Transfer to MMail	Disconnect external call and Meridian Mail	Not allowed
500/2500	Outgoing	Conference to set with CFAC to MMail	Disconnect external call and Meridian Mail	Not allowed
500/2500	Outgoing/ Incoming	Conference to MMail	Reconnect to external call. Disconnect call to MMail	Not allowed

500/2500	Outgoing/ Incoming	Conference to set with CFAC to MMail	Reconnect to external call. Disconnect call to MMail	Not allowed
Meridian 1 Proprietary	Outgoing/ Incoming	Transfer/Conference to MMail	Operation ignored	Not allowed
Meridian 1 Proprietary	Outgoing/ Incoming	Transfer/Conference to set with CFAC to MMail	Operation ignored	Not allowed
Meridian 1 Proprietary	Outgoing/ Incoming	No Hold Conference to Meridian Mail or to set CFAC to MMail	Not applicable	Allow
Meridian 1 Proprietary	Outgoing/ Incoming	No Hold Conference release to make MMail to trunk two-party connection	Disconnect MMail and external trunk	Not allowed
Meridian 1 Proprietary	Outgoing/ Incoming	Call Join of external call to MMail	Operation ignored	Not allowed
Basic Rate Interface	Outgoing/ Incoming	Conference to MMail	Operation ignored	Not allowed
Basic Rate Interface	Outgoing/ Incoming	Conference to set with CFAC to MMail	Operation ignored	Not allowed
Attendant	Outgoing/ Incoming	Transfer/Conference to Meridian Mail	Not Applicable	Allowed
Attendant	Outgoing/ Incoming	Transfer/Conference to set with Call Forward All Calls to Meridian Mail	Not Applicable	Allowed